

Utah State Office of Rehabilitation



www.usor.utah.gov

250 East 500 South
P.O. Box 144200
Salt Lake City, UT
84114-4200

2006

Donald R. Uchida
Executive Director

ANNUAL REPORT

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Annual Report of the Utah State Office of
REHABILITATION



250 East 500 South
P. O. Box 144200
Salt Lake City, Utah 84114-4200

Donald R. Uchida
Executive Director
Utah State Office of Rehabilitation

Patti Harrington, Ed.D.
Chief Executive Officer
Utah State Board of Education

85 Years of Service to the Citizens With Disabilities in Utah

FY 2006

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Utah State Office of Rehabilitation

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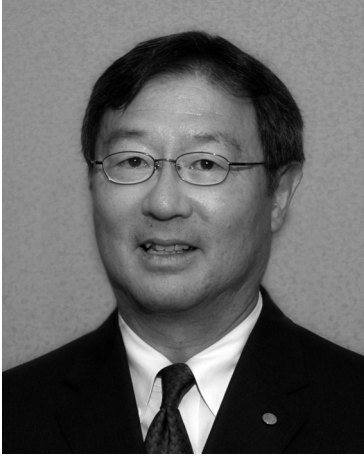
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Utah State Office of Rehabilitation **EXECUTIVE DIRECTOR'S MESSAGE**



Donald R. Uchida
Executive Director

I am pleased to present the Utah State Office of Rehabilitation (USOR) 2006 Annual Report, which will illustrate the importance of collaboration in the work that we do. This report shares the stories of several consumers who have benefited from our services, as well as from the partnerships the USOR has developed with other agencies and organizations. But most of all, you will read about the fruits of labor from a very dedicated and committed staff.

You will see that the USOR provides a wide range of services with the primary purpose of assisting individuals with disabilities to prepare for and obtain employment and increase their independence.

Thank you for taking the time to read this report and learn about the work of our staff and the difference we are making in the lives of people with disabilities.

Donald R. Uchida
Executive Director

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UTAH STATE BOARD OF EDUCATION

250 East 500 South
P.O. Box 144200
Salt Lake City, UT 84114-4200

DISTRICT 1

Teresa L. Theurer
66 Canterbury Circle
Logan, UT 84321
Phone: (435) 753-0740

DISTRICT 2

Greg W. Haws
5841 West 4600 South
Hooper, UT 84315
Phone: (801) 985-7980

DISTRICT 3

Edward Dalton
1323 Bryan Road
Erda, UT 84074
Phone: (435) 882-4498

DISTRICT 4

Richard W. Sadler
875 Edgewood Drive
Ogden, UT 84403
Phone: (801) 479-7988

DISTRICT 5

Kim R. Burningham
932 Canyon Crest Drive
Bountiful, UT 84010
Phone: (801) 292-9261

DISTRICT 6

Tim Beagley
3974 South 3550 West
West Valley City, UT 84119
Phone: (801) 969-6454

DISTRICT 7

Randall A. Mackey
1172 East 100 South
Salt Lake City, UT 84102
Phone: (801) 582-4237

DISTRICT 8

Janet A. Cannon
5256 Holladay Blvd.
Salt Lake City, UT 84117
Phone: (801) 272-3516

DISTRICT 9

Denis R. Morrill
6024 South 2200 West
Taylorsville, UT 84118
Phone: (801) 969-2334

DISTRICT 10

Laurel Brown
5311 South Lucky Clover Lane
Murray, UT 84123
Phone: (801) 261-4221

DISTRICT 11

Bill Colbert
14866 Village Vista Drive
Draper, UT 84020
Phone: (801) 572-1608

DISTRICT 12

Mark A. Cluff
645 West Hubbard Circle
Alpine, UT 84004
Phone: (801) 756-7623

DISTRICT 13

Thomas A. Gregory
1056 West 1150 South
Provo, UT 84601
Phone: (801) 607-4702

DISTRICT 14

Dixie Allen
218 West 5250 North
Vernal, UT 84078
Phone: (435) 789-0534

DISTRICT 15

Debra G. Roberts
Box 1780
Beaver, UT 84713
Phone: (435) 438-5843

Josh M. Reid*
201 South Main,
Suite 1800
Salt Lake City, UT 84111
Phone: (801) 536-6787

Marlon O. Snow*
1247 East 430 North
Orem, UT 84057
Phone: (801) 224-6163

Cyndee Miya**
1833 Ridge Road
Layton, UT 84040
Phone: (801) 546-4830

Patti Harrington, Exec. Officer
Twila B. Affleck, Secretary

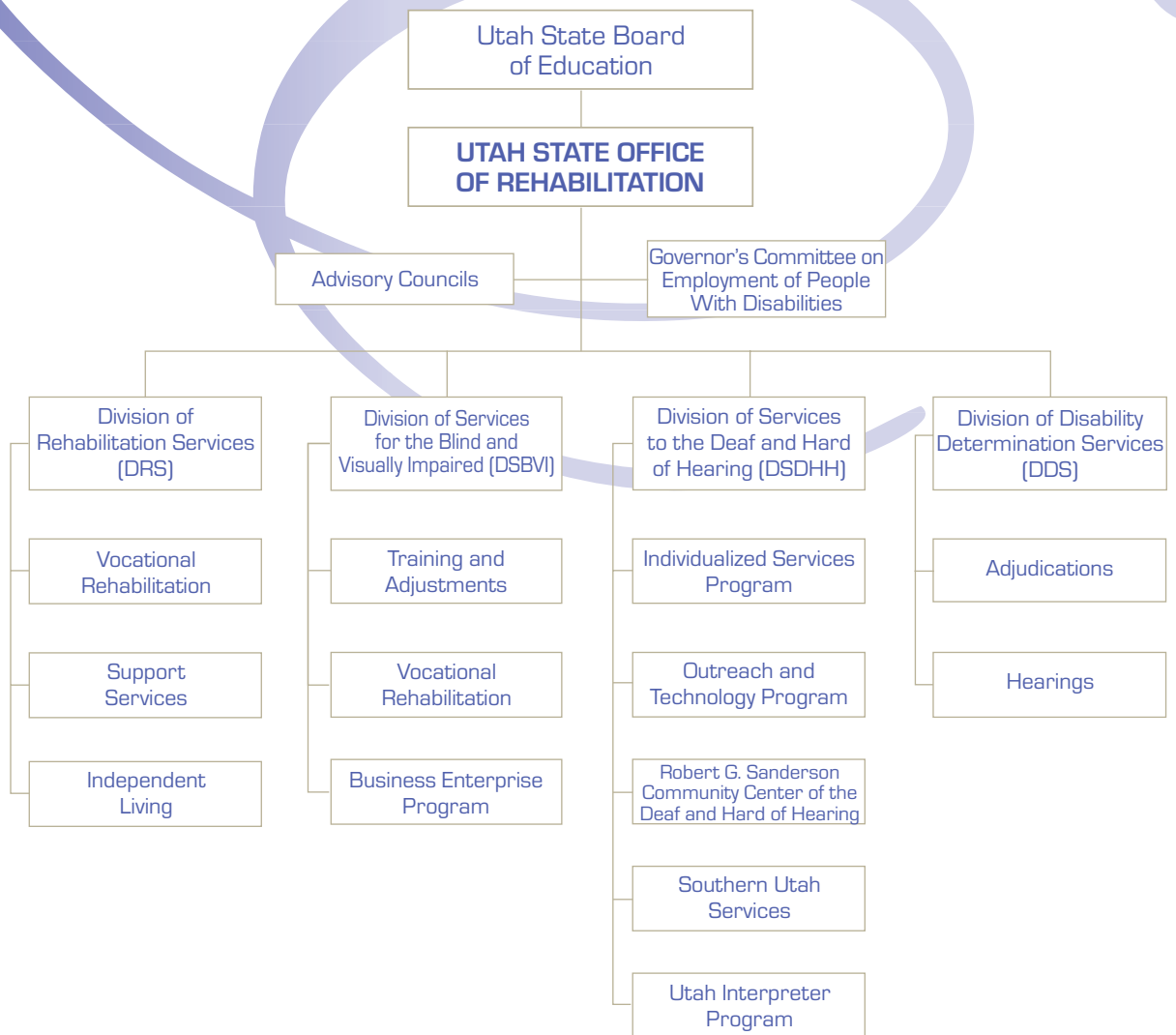
*Board of Regents Appointments

**Coalition of Minorities Advisory Council Appointment

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UTAH STATE OFFICE OF REHABILITATION

MISSION: *To assist individuals with disabilities to prepare for and obtain employment and increase their independence.*



ADVISORY COUNCILS

Advisory Councils work with staff to establish direction and implementation of the various USOR service delivery programs and independent living.

Rehabilitation Services Council

Allan Ayoub, West Valley City
Melanie Bike, Bountiful
Deborah Burt, Salt Lake City
Linda Collins, Harrisville
Delena Fish, Elmo
Nancy Friel, Salt Lake City
Eileen Glathar, American Fork
Krystal Gray, Salt Lake City
Rollin Jones, Taylorsville
Tericia Leavitt, Mountain Green
Susan Loving, Tooele
Marie Marshall, Midvale
Kent McGregor, St. George
Helen Post, Salt Lake City
Treva Roanhorse, Window Rock, Arizona
Eileen Saunders, Cedar City
Karl Smith, Taylorsville
Kraig Stephens, St. George
Milton Taylor, Salt Lake City
Nedra Taylor, Logan
Rebecca Wassem, Holladay

Division of Services for the Blind and Visually Impaired Advisory Council

Gerry Adair, Roy
D. Gregg Buxton, Roy
Linda Collins, Harrisville
Zora Foote, Santa Clara
Ron Gardner, Bountiful
Leslie Gertsch, Woods Cross
Bessie Oakes, Salt Lake City
Robert Olsen, Saratoga Springs
Bill Peterson, Manti
Lee Robinson, Pleasant View
Bernece Stradley, Murray
Lorri Quigley, Salt Lake City
Todd Stephens, Morgan

Statewide Independent Living Council

Cheryl Atwood, Logan
Vickie Brenchley, Orden
Marvin Fifield, Logan
Ted Loosli, West Valley City
Debra Mair, Salt Lake City
Marilyn Mitchell, Price
Lester Ruesch, St. George
Lew Smith, St. George
Rebecca Wassem, Holladay
Tammy Wood, Salt Lake City

Division of Disability Determination Services Advisory Council

Mitzi Cheney, Salt Lake City
Terra Jordan, Salt Lake City
Yolanda Kunder, Salt Lake City
Barrie Nielson, Sandy
Matthew Nielson, Salt Lake City
Melanie Preece, Salt Lake City
Marsha Rawlings, Lewiston
Gordon Richins, Logan
Mark Smith, Salt Lake City

Division of Services to the Deaf and Hard of Hearing Advisory Council

Chad Bonney, St. George
Michael Cox, Salt Lake City
Dr. Lisa Dahlstrom, Salt Lake City
Kathy Evans, Salt Lake City
Kevin Hanson, South Jordan
Cherie Hodson, South Jordan
Roberta Jensen, West Valley City
Rollin Jones, Taylorsville
Valerie Kinney, Ogden
Joy Roberts, Salt Lake City
Matthew Snarr, Lehi

Governor's Committee on Employment of People With Disabilities

Jill Boyle, Intermountain Health Care
Kirby Croyle, Wells Fargo
Amanda Dickson, KSL
Cory Ervin, State Human Resources
Paul Kelsey, HealthSouth
Gary Knapp, Enable Industries
Susan Loving, State Office of Education
Stephen Maas, State Workforce Services
Steven Mascaro, Valley Services
Jeff Morris, Weber State University
Karla Padilla, Marriott Guest Services
Ken Reid, State Center for Assistive Technology
Brian Small, Swire Coca-Cola
Karalee Smith, Skywest Airlines
John Vickroy, State Board of Regents
Charlee Wallace, Manpower

Interpreter Certification Board

Jen Byrnes, Salt Lake City
Travis Cook, Salt Lake City
David Davenport, Orem
Dave Doty, Salt Lake City
Eric Lynn, Kearns
Trenton Marsh, Taylorsville
Dan Mathis, Midvale
Holly Nelson-Greenland, North Ogden
Christine Timothy, Salt Lake City
Stephanie Webb, West Jordan
Donna Winkler, Bountiful

Utah State Office of Rehabilitation **PROGRAMS AND SERVICES**

VOCATIONAL REHABILITATION PROGRAM

The Vocational Rehabilitation (VR) program provides services to individuals whose disability is a substantial impediment to employment. The VR program is designed to assist these individuals to achieve employment outcomes. Services are available according to individuals' needs, abilities, and choices. Vocational Rehabilitation services are provided through the USOR's Division of Rehabilitation and the Division of Services for the Blind and Visually Impaired.

INDEPENDENT LIVING PROGRAM

The Independent Living program provides services to individuals with disabilities who need opportunities to maintain or increase their independence. Services are provided through a cooperative effort of the Utah State Office of Rehabilitation, the Utah Statewide Independent Living Council, and nonprofit Centers for Independent Living. A variety of services are provided to assist individuals to maintain or increase their independence and community integration.

GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

The Governor's Committee's mission is to facilitate communication and cooperation, and promote public and private efforts to increase equal employment opportunities for qualified Utahns with disabilities. Its main responsibilities are to promote employment opportunities for individuals with disabilities; advise the State Board of Education and the Governor on issues that affect employment; advocate full and equal rights for individuals with disabilities; educate the public through information and public relations; recognize exemplary contributions in the areas of employment, job placement, rehabilitation, training, support services, medicine, and public relations; recognize personal achievements of individuals with disabilities; and provide training, support, and technical assistance to employers.

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

In addition to Vocational Rehabilitation services, the USOR offers a variety of training and adjustment services for individuals who are blind or have significant visual impairments. These services include skills training, psychological and social orientation, adaptive equipment, braille training, mobility training, independent living, and computer training.

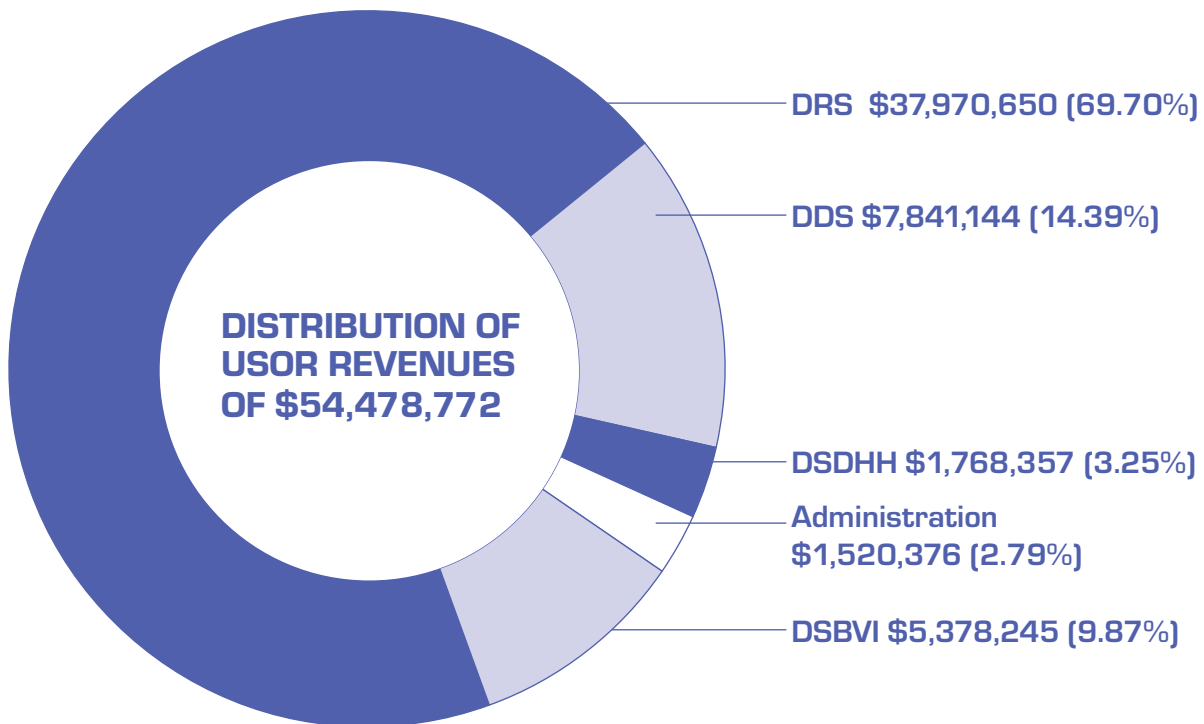
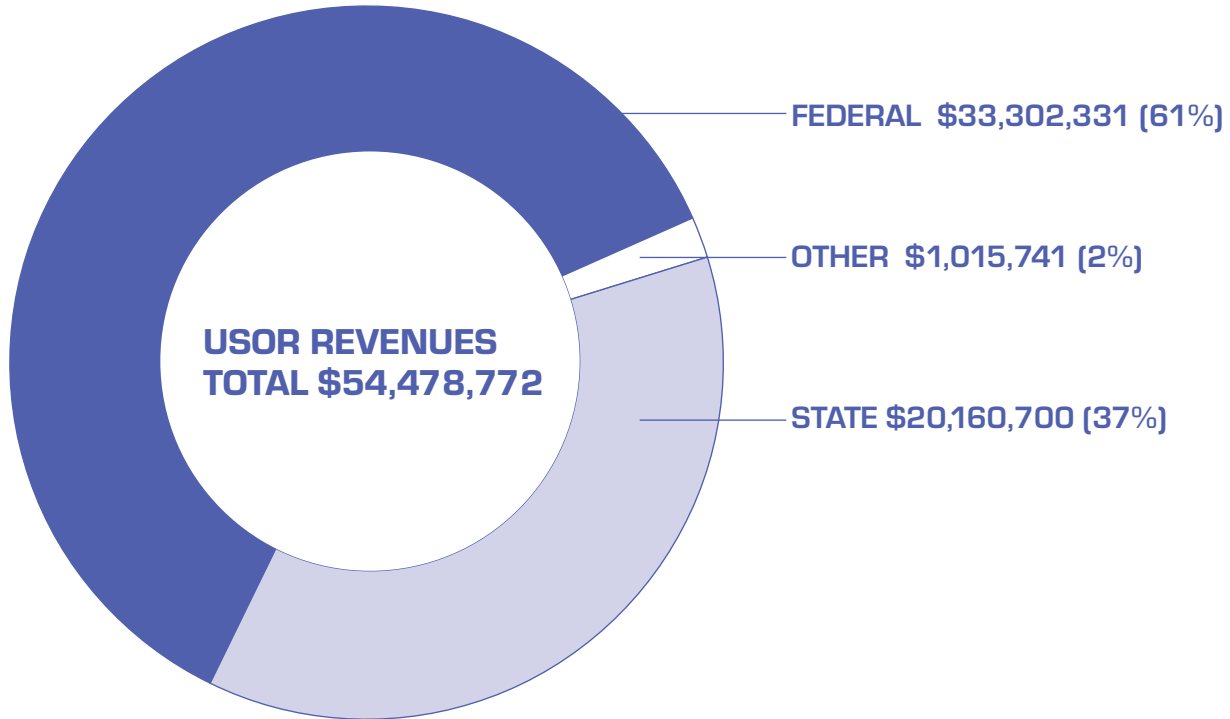
SERVICES TO THE DEAF AND HARD OF HEARING

Many services designed for individuals with hearing loss are provided through the Division of Services to the Deaf and Hard of Hearing. These services include an interpreter referral service, assistive technology, and a variety of social and educational programs.

DISABILITY DETERMINATION SERVICES

The Division of Disability Determination Services is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for social security disability benefits, including Social Security Disability Insurance and Supplemental Security Income.

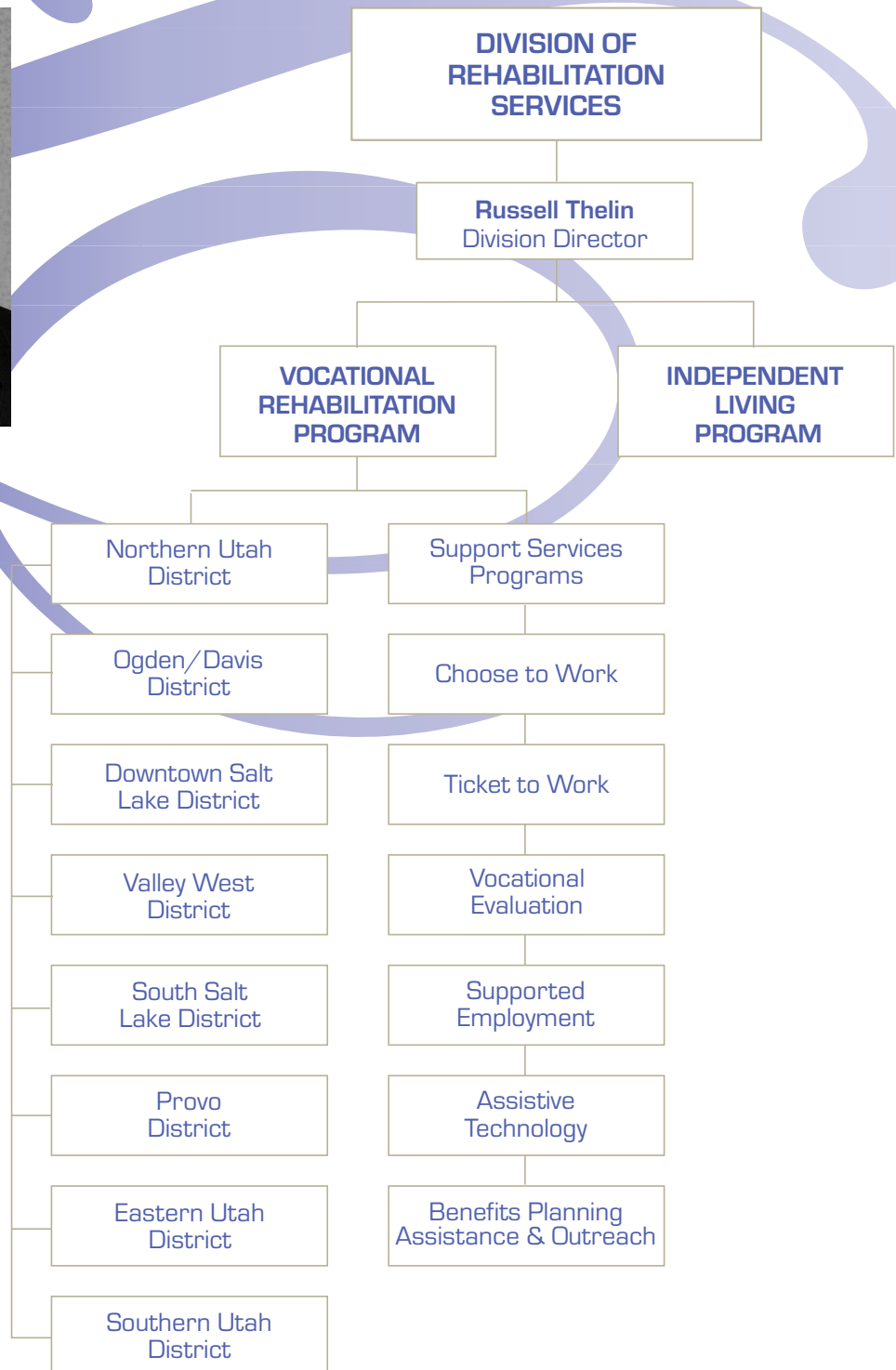
REVENUES



Division of **REHABILITATION SERVICES**



Russell Thelin
Division Director



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VOCATIONAL REHABILITATION PROGRAM

MISSION: *To assist eligible individuals with disabilities to prepare for and obtain employment.*

VOCATIONAL REHABILITATION (VR)

services are provided under the State Office of Rehabilitation through programs located in both the Division of Rehabilitation Services (DRS) and Division of Services to the Blind and Visually Impaired (DSBVI). Services such as assessment, counseling and guidance, restoration, training, job development, and job placement are individualized and provided to individuals with disabilities who have been determined to be eligible due to having physical or mental impairments that result in a substantial impediment to employment, and who require such services. For the 2006 program year the DRS provided VR services to 21,439 individuals while the DSBVI served 513. Of those served, the DRS placed 3,107 into employment. The DSBVI placed 79 into employment.

Services under the VR programs are provided as eligible individuals with disabilities work in partnership with one of the 119 qualified professional

rehabilitation counselors located statewide. A list of mutually determined services needed is developed into an Individualized Plan for Employment (IPE). These outlined services are then provided to achieve a vocational goal and meaningful employment outcome in accordance with the personal needs and objectives of each individual.

To assist in these outcomes, a number of specialized resources are offered. A few are summarized below:

VOCATIONAL EVALUATION

A service for eligible individuals with disabilities that provides career information to enable them to make meaningful choices for employment, taking into account their interests, aptitudes, abilities, and values.

ASSISTIVE TECHNOLOGY

Services provided to individuals with disabilities who need technology to pursue and attain their vocational goals. Examples include, but are not limited to, voice recognition software, ergonomic tools, screen readers, lifts, assessment, custom modification, purchasing, and training on technological devices.

BENEFITS PLANNING ASSISTANCE AND OUTREACH

Provides beneficiaries of the Supplemental Security Income and Social Security Disability Insurance programs with information regarding work incentives available through the Social Security Administration to help them make informed choices regarding returning to employment.

CHOOSE TO WORK

A cooperative service provided through a partnership between the State Office of Rehabilitation and the Utah Department of Workforce Services, Choose to Work provides individualized specialty job development and job placement for individuals with more significant disabilities.

WORK ABILITY: OPENING DOORS TO WORK

Cooperative services offered through a partnership between the Office of Rehabilitation, Workforce Services, the State Office of Education Special Education/At-Risk Students, and the Department of Health. Designed for people who receive public benefits such as Medicaid and Social Security due to a disability, Work Ability connects to people and support that assist in finding and maintaining employment.

“SUPPLY-SIDE” PROGRAM

This program is a networking initiative to connect job-ready individuals with disabilities (the supply) to employers who are hiring or looking to hire (the demand). Services under this network are coordinated through multiple entities for the purpose of linking potential employees with employers to meet the needs of both. Activities include job fairs, tailored training programs for employers, and technological linkages.

SUCCESSFUL PEOPLE



LAURA PARKE

Now completing a doctorate in Physical Chemistry at the University of Utah, Laura says that without the support of the Vocational Rehabilitation program and her counselor, she would not be in the program and working as a chemist research assistant. Unfortunately, the medication treatments for her disability led to a secondary disability that prevented her from continuous attendance for her undergraduate degree. Persevering through the relapses and hospitalizations, she completed her degree and is doing great things. Laura has been published several times in a peer review journal and looks forward to a future as a professor at a university.



JOHN BUTTERFIELD

Struggling for many years because of severe economic and educational barriers, legal issues, bilateral hearing loss, and a reading disorder, John realized his potential as a father and husband. He sought the services of Vocational Rehabilitation to help him work through these issues to become a full-time, short-haul truck driver. Support with hearing aids, mental health counseling, vocational evaluation testing, and tuition and books provided John with the skills necessary to find a job he truly enjoys. He feels the support of the Vocational Rehabilitation program helped put his life in order—and the same program is now helping his son, who also has a significant disability.



JUAN MELENDEZ

Juan came to Vocational Rehabilitation after losing his job as a machine operator due to diabetic neuropathy. Juan said so many people with disabilities don't know where to turn for help with schooling, testing and funding. He was referred to Vocational Rehabilitation, and the services received lead to his employment which, in turn, helps Juan feel he now has the chance to be much healthier. With Vocational Rehabilitation's assistance, Juan completed the Medical Office certification from Ogden-Weber Applied Technology College and is now working at Mid-Town Community Health Center as a customer service representative. He is preparing, in the future, to support a family.

SUCCESSFUL PEOPLE



LONNIE FOX

While competing as a motorcycle racer and enjoying the sport at a family campout, Lonnie had an accident that left him quadriplegic. Lonnie had attended school previous to the accident, so after recovery he continued his studies as a designer/draftsman with the help of the Vocational Rehabilitation program and a very supportive family. Vocational Rehabilitation provided assistance with tuition, assistive technology modifications, a computer and a plotter. Lonnie is a self-employed designer of homes for a construction firm building 80 to 100 custom homes a year. He will also be terminating his Social Security Disability benefits soon. Lonnie said that without the services received from the Vocational Rehabilitation program and with his, he would not have been able to support the cost of starting his own business.

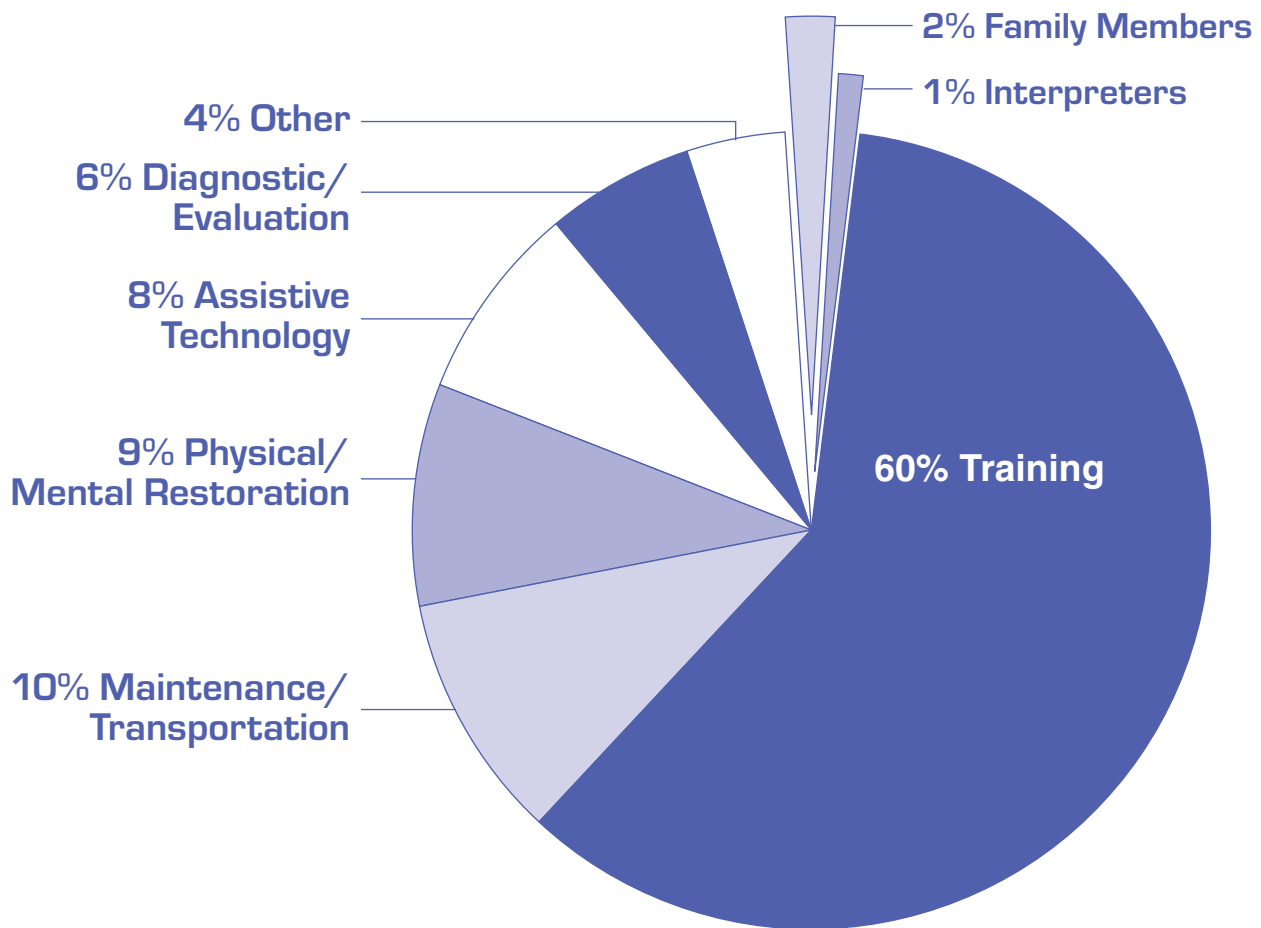


KASEY STANFIELD

Kasey is very proud of being the first one in her family to complete a bachelor's degree in Liberal Arts from Utah State University. Born with moderate to severe hardness of hearing, Kasey worked hard in high school and college to obtain good grades, integrating into regular classes with the assistance of the Vocational Rehabilitation program. She obtained digital hearing aids, an ear mold, tuition, and books. Currently she is employed full time, hoping to move into management with her company and continue her education.

EXPENDITURES

This chart shows the percentage of case service funds utilized for services that assisted people with disabilities in preparing for and obtaining employment.



Total Employed = 3,186

HIGHLIGHTS

The following information demonstrates the individual and program success Vocational Rehabilitation achieved during 2006:

- ▶ 3,186 individuals with disabilities were successfully employed.
- ▶ 21,952 individuals were provided with Vocational Rehabilitation services.
- ▶ 97 percent of those employed were severely disabled.
- ▶ 289 public assistance recipients were successfully employed.
- ▶ 448 Social Security Disability Insurance and Supplemental Security Income recipients were successfully employed.
- ▶ 66 individuals were successfully employed through supported employment services.
- ▶ \$12,354,295 in estimated annual taxes were paid by 3,186 employed individuals after Vocational Rehabilitation services were provided.

CHARACTERISTICS

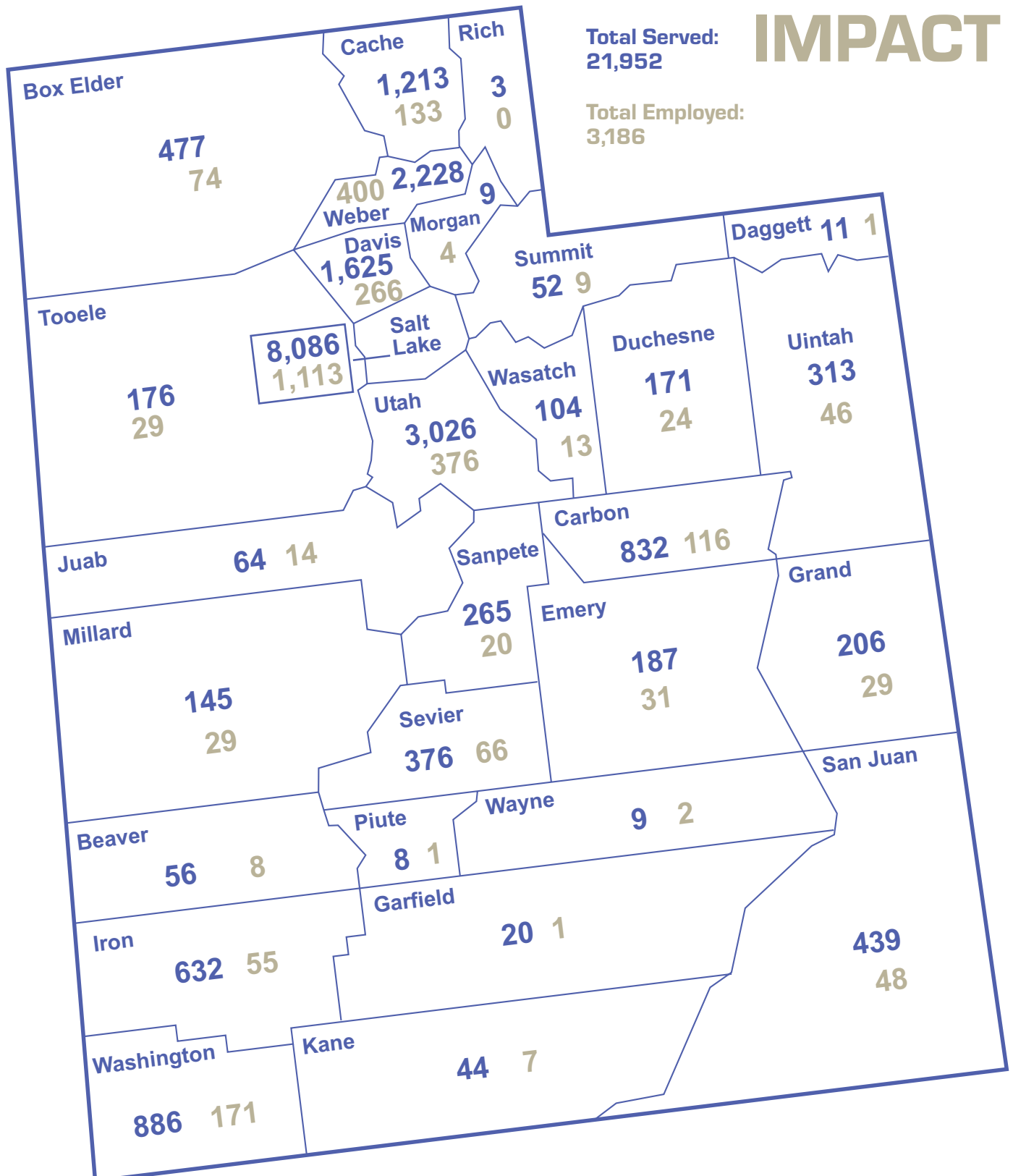
of the 3,186 Individuals Employed Through the Vocational Rehabilitation Program

GENDER	Number	Percent
Male	1,729	54%
Female	1,457	46%
Total	3,186	100%

ETHNIC BACKGROUND		
White	2,754	86.0%
African American	43	1.3%
Asian	14	1.1%
Native American	55	1.4%
Pacific Islander	21	1.2%
Multiple Ethnicity	299	9.0%
Total	3,186	100%

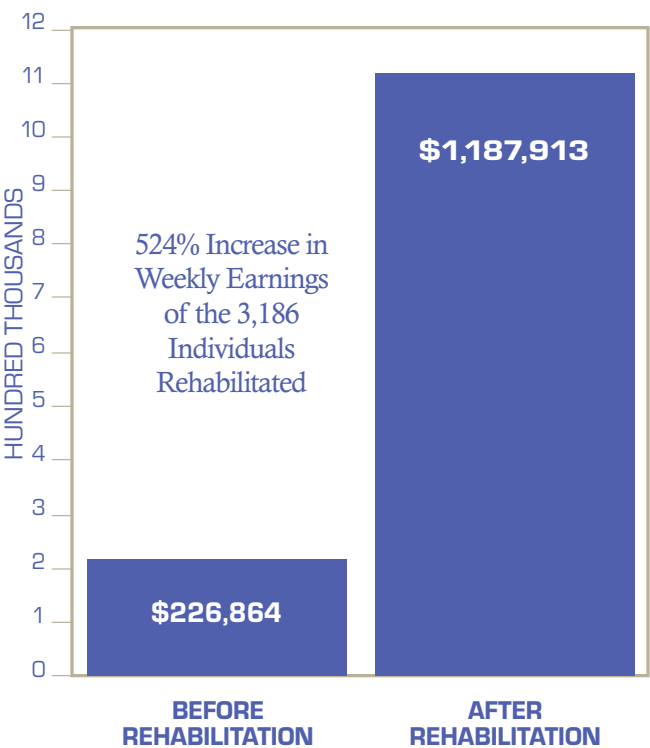
MARITAL STATUS	Number	Percent
Married	921	29.0%
Widowed	35	1.1%
Divorced	704	22.0%
Separated	206	6.9%
Never Married	1,320	41.0%
Total	3,186	100.0%

AGE AT REFERRAL		
Less than 20 years	31	1%
20 through 34	1,533	48%
35 through 44	689	22%
45 through 64	897	28%
65 and over	36	1%
Total	3,186	100%



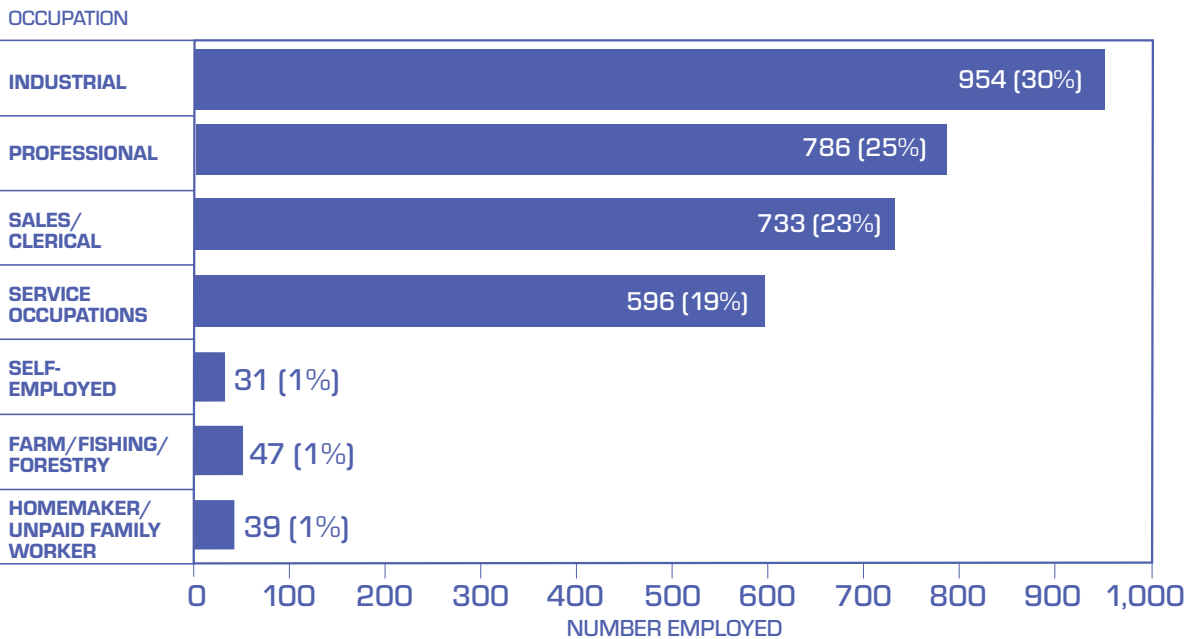
ECONOMIC IMPACT

After Rehabilitation Services



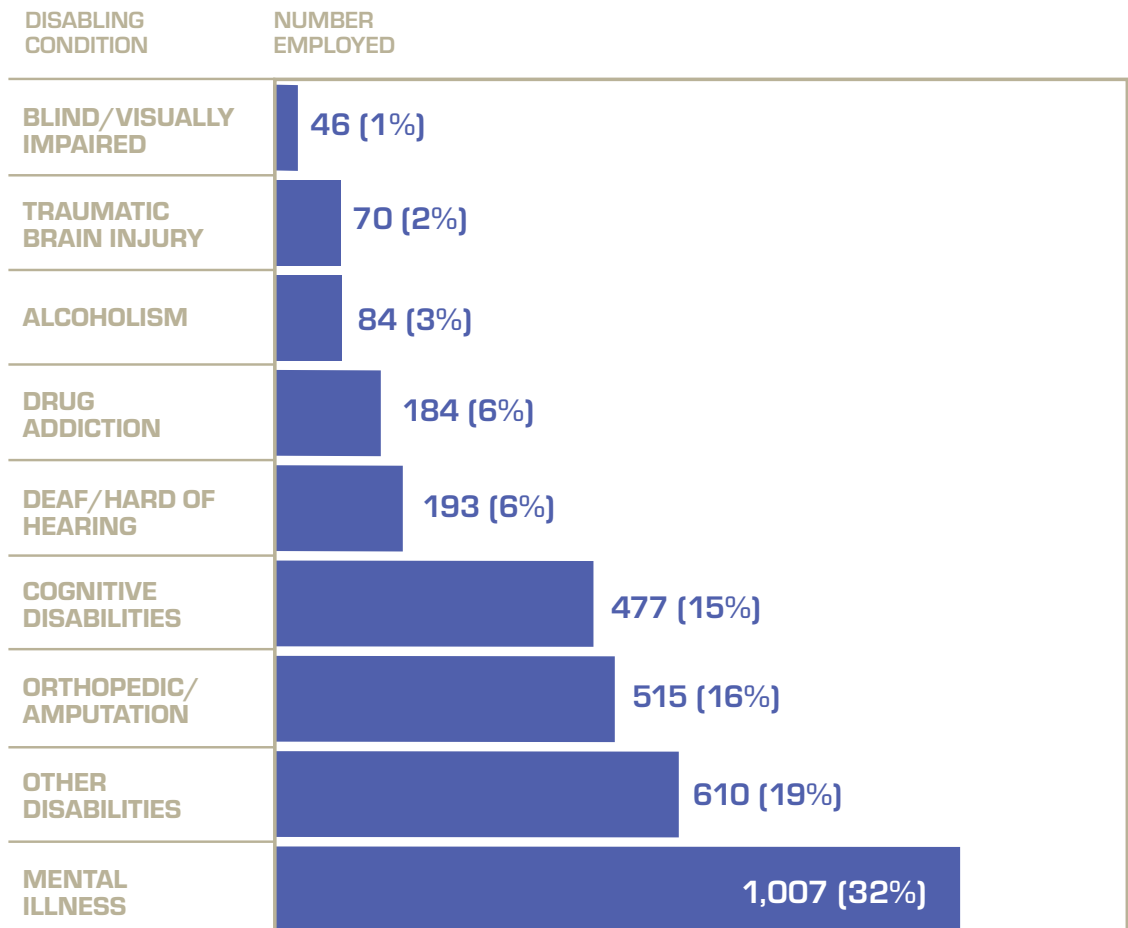
OCCUPATIONS

of the 3,186 Individuals Rehabilitated



MAJOR DISABLING CONDITIONS

of the 3,186 Employed Individuals



COLLABORATIVE PARTNERSHIPS

The Division of Rehabilitation Services places heavy emphasis on collaborative partnerships. The relationships generated from such partnering efforts have great benefit for individuals with disabilities in terms of achieving independence and meaningful employment outcomes. While some collaborative

efforts are mandated by law, the Division views all activities in the established partnerships as more than meeting the requirement standard. Mutual efforts exceed mere coordination and function as true partnerships. Partnering with various agencies and entities enables availability of complementary services that allow for a

comprehensive service delivery system to provide improved, enhanced, and more substantial services to individuals with disabilities in their efforts to become more informed, make meaningful decisions, and achieve productive results in their lives. A few of these partnerships are highlighted.

WORK ABILITY: OPENING DOORS TO WORK

A partnership between the Utah agencies of Education, Health, Rehabilitation, and Workforce Services, Work Ability operates to establish linkages and effect change that will help Utahns with disabilities attain meaningful employment. Addressing such areas as educating employers on the benefits of hiring people with disabilities, the effective transition of students with disabilities from school to work, and creating a network to provide qualified workers with disabilities to meet employers' needs, Work Ability is a partnership making a difference.

EXECUTIVE ROUNDTABLES

Led by the Department of Workforce Services in Utah's Central Region, multiple agencies are working through a series of roundtables with employers to help understand and meet their needs. Focused on "in demand" employment sectors such as manufacturing, automotive, and construction, businesses and agencies are working closely together to establish pathways to meet employers' needs through the mission and services offered by the participating agencies. Vocational Rehabilitation is an active participant in these roundtables and is established as a resource for employers to meet their employee needs.

UTAH BUSINESS EMPLOYER TEAM (UBET)

UBET is an active business-to-business association that actively engages the participation of the business community in increasing awareness of the ability of qualified individuals with disabilities to succeed in the workforce. Continuing as a subcommittee of the Salt Lake Chamber of Commerce, the UBET has expanded to become active in the Ogden/Weber, St. George, and Uintah Basin Chambers of Commerce. Collaborative support of the UBET is provided by the State Office of Rehabilitation and the Governor's Committee on Employment of People with Disabilities.

INDEPENDENT LIVING PROGRAM



MISSION: *To provide opportunities for individuals with disabilities to increase their independence and level of integration in their communities.*

The Division of Rehabilitation Services, in conjunction with the Independent Living Centers, the Division of Services for the Blind and Visually Impaired, and the Utah Statewide Independent Living Council, provide independent living services to eligible consumers. Coordination of services occurs through contractual arrangements and management structures supported by all the entities involved in the program. All services are provided through the network of Independent Living Centers (the Utah Independent Living Center, Salt Lake City; Options for Independence, Logan; Active Re-Entry, Price; Red Rock Center for Independence, St. George; Tri-County Independent Living Center, Ogden; and Central Utah Independent Living Center, Provo).

Eligibility for the program is based on the presence of a disability coupled with the ability to benefit from the provision of services. All services are based on individual need as described in an individualized independent living plan. The listed services

are time-limited and designed to assist consumers in increasing and maintaining their levels of independence and community participation.

PEER SUPPORT

Peer support is designed to assist individuals in increasing and maintaining their independence. The information needed to live with a disability can more easily be gained when support is provided by an individual with a disability.

INDEPENDENT LIVING SKILLS TRAINING

Skills training includes adaptive cooking, cleaning, budgeting, personal hygiene, transportation, and advocacy.

INDIVIDUAL AND SYSTEMS ADVOCACY

Advocacy programs are designed to increase both the consumer's ability to advocate for himself or herself and the community's capacity to meet the needs of individuals with disabilities. Systems advocacy is a process used to increase awareness and encourage the community to provide access for all citizens.

INFORMATION AND REFERRAL

Information about other services, as well as referrals to other programs, is intended to increase the options available to individuals.

ASSISTIVE TECHNOLOGY SERVICES

A comprehensive program of assistive technology services includes assessment, evaluation, short-term loans, and equipment purchases for eligible consumers. Assistive devices can provide significant opportunities for individuals to participate in school, home life, and the general community.

RECREATION AND COMMUNITY INTEGRATION PROGRAMS

Recreation and other community integration programs are often an individual's first introduction to independent living services. Activities have included river trips, adaptive skiing, swimming classes, weightlifting, movies, book clubs, golf, and many other community

activities. Often, successful experiences in these programs lead to increased self-esteem and sense of worth, which then lead to further participation and increased independence.

INDEPENDENT LIVING OLDER BLIND SERVICES

In cooperation with the Division of Services for the Blind and Visually Impaired, the Independent Living Centers provide services to individuals aged 55 or older who are blind or severely visually impaired. Services are designed to increase and maintain seniors' ability to remain active in their homes and communities. All services, including recreation, are integrated, allowing seniors to participate. The division provides other significant services to augment those of the centers, including intensive orientation and mobility services, low vision screening, and general adaptive living skills.

Nursing Facility Diversion and Community Re-entry

This is a comprehensive program which provides nursing home diversion and community re-entry services. It is designed to enable people with disabilities living in nursing homes or other institutions to move into alternative community living arrangements that promote personal choice, and also to keep individuals at risk of entering a nursing facility in the community.

ACCOMPLISHMENTS

- ▶ 288 consumers became eligible for independent living assistive technology services.
- ▶ 716 assistive technology devices were provided.
- ▶ 912 consumers received older blind services.
- ▶ 5,583 individuals with disabilities were served.
- ▶ 3,783 independent living plans were developed.
- ▶ 77 consumers were relocated from nursing homes or institutions due to independent living services received.
- ▶ 407 consumers were prevented from entering nursing homes or institutions due to independent living services received.

SUCCESSFUL PEOPLE

KELLY THAYNE

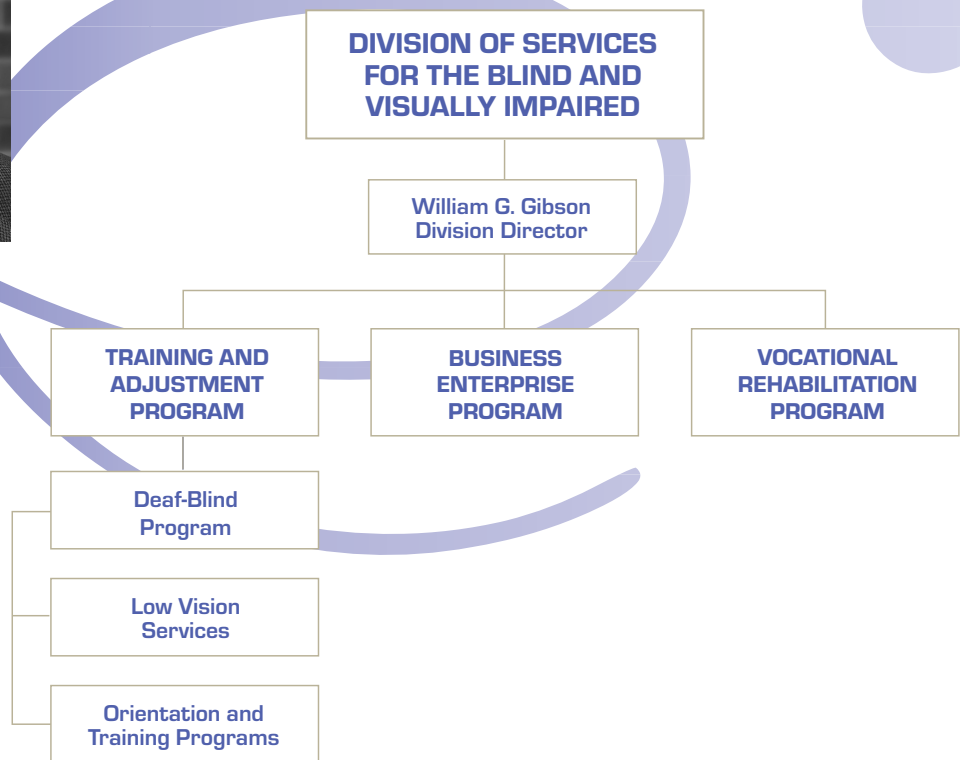
Living in southern Utah and swimming the Virgin River have been lifelong experiences for Kelly. Diving into the river one day, he hit a rock and injured himself, resulting in quadriplegia. After recovery, Kelly was referred to the Red Rock Independent Living Center. In partnership with the Vocational Rehabilitation program, Kelly obtained equipment such as a Hoyer lift (which moves him from bed to the bathroom), a door opener, and a computer and software necessary to complete his schoolwork. He is attending school to become a designer/draftsman using assistive technology purchased by the Vocational Rehabilitation program. His independent living counselor has "bent over backward" to make sure he has what he needs to be able to be rehabilitated and obtain employment. Kelly's Vocational Rehabilitation counselor is very supportive and continues to work with him as he finishes his education with the goal of obtaining employment.



Division of Services for the **BLIND AND VISUALLY IMPAIRED**



William G. Gibson
Division Director



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Division of Services for the **BLIND AND VISUALLY IMPAIRED**

MISSION: *To assist individuals who are blind or visually impaired in achieving maximum levels of independence and, whenever possible, developing goals toward competitive employment.*

The past year has been exciting and productive. The Deaf-Blind Support Service Program continues to grow. Individuals who are deaf and blind receive assistance from support service providers in activities such as reading their mail and newspaper, grocery shopping, getting to and from appointments, and attending recreational activities. These services have enabled individuals to become more involved in their communities and enjoy greater independence. The number of individuals participating in this program continues to increase, and individuals living in the rural areas of Utah are now participating.

The number of people served in the Low Vision program has more than doubled. Following a referral from an ophthalmologist or optometrist, individuals with usable residual vision are evaluated in Low Vision clinics. Low Vision devices such as special magnified glasses, illuminated lamps, magnifiers and other items are provided. Low Vision also sells items such as

Braille devices, adaptive devices with speech, and large print items. The Low Vision staff conducts clinics throughout the state of Utah.

Individuals served through the training and rehabilitation programs continue to receive adaptive technology assistance. A rehabilitation technology specialist assists clients with evaluation and training, as well as setup of adaptive technology where needed. Through this assistance, individuals are able to gain and maintain competitive employment. A computer teacher in the training program is also available to provide instruction in basic computer skills.

Those individuals served in the Older Blind Program also receive assistance with evaluation and setup of adaptive technology. Through this service, clients have gained access to needed computer information.

The Division is continually looking for methods that will better serve clients in learning skills to increase independence or obtain gainful employment. A job readiness class has been developed, which helps clients learn skills in resume writing, completing applications, interviewing, and other job-seeking techniques. This class has greatly helped clients to achieve competitive employment and become taxpaying citizens. A new Choose to Work Specialist has been hired and is working hard to develop programs that will improve employment outcomes for clients.

The Advisory Council, staff members and consumers review and recommend changes to the curriculum used in training classes at the Center. The goal is to recommend consumer training competencies for each class. They are also developing a track system that will include an employment track, an independent living skills track, and a higher education track. These new systems will result in clients being better trained for competitive employment opportunities and remaining independent in their own living situations.

ACCOMPLISHMENTS

Vocational Rehabilitation services were provided to 519 blind or visually impaired individuals.

- ▶ A total of 79 individuals were placed into employment.
- ▶ Of those who received services, 98% were considered severely or most severely disabled.
- ▶ Training and adjustment classes to facilitate adjustment to vision loss were attended by 221 individuals.
- ▶ Low vision services were provided to 6,950 individuals, 572 of whom were served for the first time.
- ▶ Over 57,792 preschool and kindergarten children were screened for amblyopia and other vision problems—9,496 more than last year; over 2,902 children were referred for professional eye examinations and treatment. Follow up care was received by 1,605 children (128 of the children had follow up from Friends for Sight); 138 children were diagnosed with amblyopia; 543 children received glasses; 62 children were already under a doctor's care for their vision; 99 parents refused to take their children to the doctor; 43 children had the doctor state he/she wanted to see them again in six months to re-evaluate their condition; 71 children were referred by the nurses at an acuity less than 20/40; 165 moved and could not be contacted; 296 children were within the normal limits at the doctor's office and did not need any glasses;

and 46 children were diagnosed with pathological conditions such as retinopathy, nerve damage, ocular motor apaxia, iris colobomas. One child had a tumor on the optic nerve discovered by the eye doctor, and the screening may have saved this child's life. One child was diagnosed as having suffered a stroke when examined by the eye doctor after failing the vision screening.

- ▶ Independent living services were provided to 978 older blind individuals.
- ▶ Independent living services were provided to 943 older blind individuals.
- ▶ A total of 63 individuals who are deaf or blind were served in the Support Provider Program (SSP).



SUCCESSFUL PEOPLE

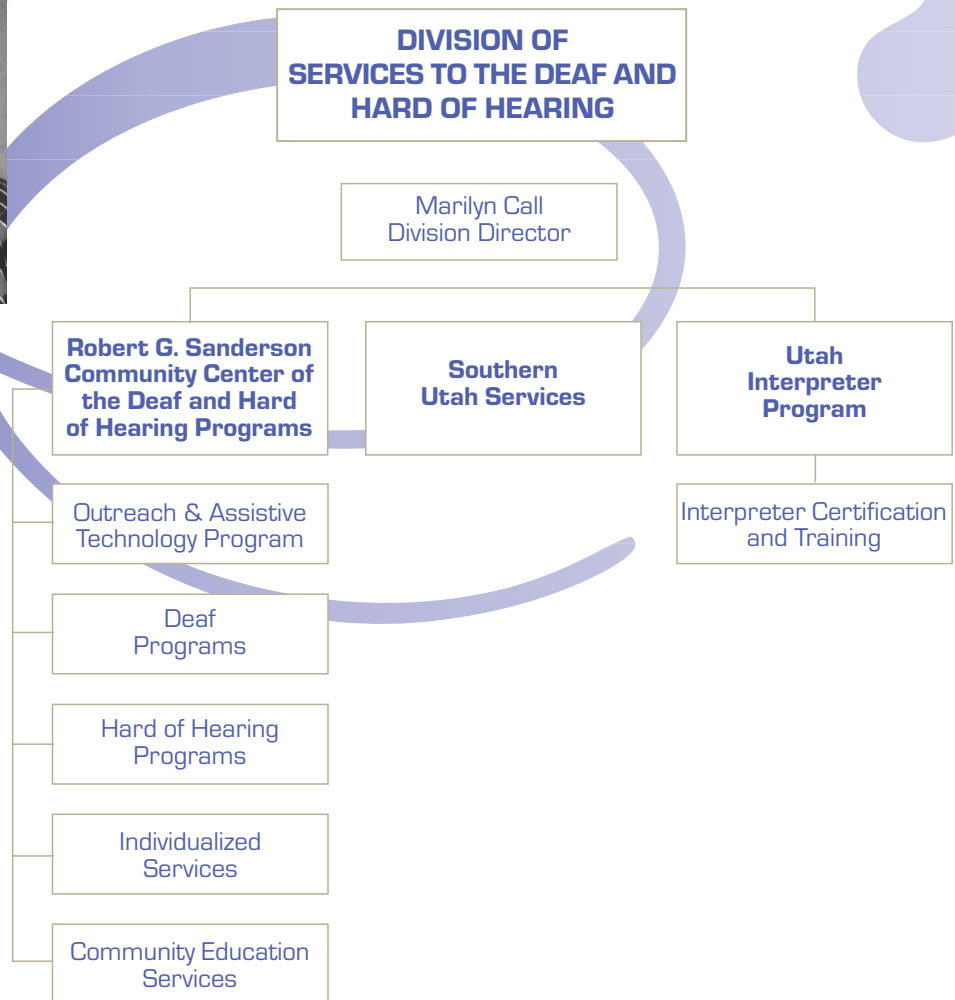
RACHEL JEPSON

Now employed as an accountant, Rachel feels that Vocational Rehabilitation gave her the opportunity to be flexible and work anywhere she chooses to live. Born with cataracts that required several surgeries, Rachel has constant vision, although she is limited in some activities such as driving. While completing a bachelor's degree in accounting, Rachel received items such as binoculars, magnifiers, lights, tuition and books, laptop computer with zoom text, and review materials to take the CPA exam. Rachel is well on her way to receiving her CPA, and the Vocational Rehabilitation program has provided her with the education required to live a self-sustaining life.

DEAF AND HARD OF HEARING



Marilyn Call
Division Director



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Division of Services to the **DEAF AND HARD OF HEARING**

MISSION: *To provide individuals who are deaf or hard of hearing with opportunities and programs that enhance or maintain skills necessary to fully participate in their employment, family, and community.*

The Division of Services to the Deaf and Hard of Hearing (DSDHH) provides services designed to increase productivity, independence, and community integration for individuals who are deaf or hard of hearing. Program services are provided through the Robert G. Sanderson Community Center of the Deaf and Hard of Hearing in Taylorsville and a satellite office in St. George.

These services include:

- ▶ Information and referral.
- ▶ Educational classes.
- ▶ Counseling.
- ▶ Recreation and leisure activities.
- ▶ Telecommunication services for the deaf.
- ▶ Repair and maintenance of assistive technology.
- ▶ Interpreter services for Center staff and constituents using services as well as the Vocational Rehabilitation program staff and constituents.

- ▶ Library services.
- ▶ Activity programs for senior citizens, youth, families, and deaf-multidisabled individuals.
- ▶ Case management.
- ▶ Benefits planning.

NEW DEAF AND HARD OF HEARING PROGRAM IN ST. GEORGE

The new satellite office of the Division of Services to the Deaf and Hard of Hearing (DSDHH), the Southern Utah Deaf and Hard of Hearing Program (SUDHHP), opened its doors on January 29, 2005. This program is located next to the St. George Rehabilitation Office at 1067 East Tabernacle, Suite 9.

Ron Burdett was hired as program coordinator in August 2004. He is deaf himself and has more than 30 years' experience working with deaf and hard of hearing individuals. He brings a great deal of enthusiasm to his position. He spreads awareness of this new program and markets the abilities of deaf and hard of hearing people by meeting with community leaders such as Mayor Daniel McArthur, Senator Bill Hickman, Representative David Clark, City Manager Gary Esplin, and media representatives. He also met with several local businesses to promote successful hiring of deaf and hard of hearing people.

Since the program opened its doors, an average of 105 individuals have come to the office monthly. People with hearing loss come for a variety of services such as classes, workshops, help with assistive technology, demonstrations, use of the Sorenson video phone, and case management. Thirty-five workshops and/or classes have been held based on interest surveys. Social events are also held monthly. This program was established because

deaf advocates in the St. George area told their state legislators about their needs. Their patience and persistence paid off—they now have a service program of their own. Since Washington County is the second-fastest-growing county in the United States, this program has opened its doors at the right time and place.

ACCOMPLISHMENTS

INTERPRETER PROGRAM

This program has responsibility for evaluating, training and certifying interpreters for the deaf for the State of Utah, as well as providing interpreter services for the Utah State Office of Rehabilitation. During the past year, 4,210 hours of evaluation of interpreter skills were provided. The following certification tests were administered:

- ▶ 95 written
- ▶ 66 Novice level
- ▶ 119 Intermediate level
- ▶ 6 Master level
- ▶ 58 temporary permits
- ▶ 7 cued speech

The center has an interpreter lab where individuals practiced their interpreter skills for a total of 6,010 hours. Ten interpreter training workshops were provided to assist individuals to improve their skills in order to maintain current certification or prepare for the next level of certification. Over 1,600 hours of interpreting were provided by staff interpreters.

OUTREACH AND ASSISTIVE TECHNOLOGY PROGRAM

The Outreach and Assistive Technology program provided services to 4,480 individuals. Examples of services include trial use of technology through the demonstration lab, training about the needs of individuals who are deaf or hard of hearing for businesses and governmental agencies, booths at relevant information fairs, demonstrations of hearing-assistive technology groups, evaluations of technology needs at the homes of deaf and hard of hearing people, and installation and repair of assistive technology.

DEAF PROGRAMS

Two hundred thirty-three volunteers assisted with a variety of programs at the center. An average of 105 deaf senior citizens participated in senior programs each week. Examples of activities include e-mail training, card games, health clinics, and community tours.

Monthly social support and training activities were attended by 42 individuals who are deaf or hard of hearing and have additional disabilities. Activities included training on technology use,

performing community service, attending community events, and an annual camp activity with SPLORE.

One hundred seventy-eight deaf children participation in programs such as Summer Day Camp, family supports, the annual Surprise Egg Hunt, and other seasonal activities.

Two hundred thirty-three deaf and hard of hearing individuals and perspective employers participated in training and a job fair to promote employment opportunities.

Liaison activities occurred at least monthly with the Utah Schools of the Deaf and the Blind, Utah Association for the Deaf, Association of Late Deafened Adults, Legislative Coalition for People with Disabilities, Utah Developmental Disabilities Council, Utah Transit Authority, Jean Massieu School for the Deaf, and senior citizen and independent living centers.

HARD OF HEARING PROGRAM

Adjustment training and support services were provided to 836 hard of hearing adults. Examples of support given include one-on-one case management, assistive technology counseling, information and referral, and living with hearing loss classes for hard of hearing individuals and their families. Twelve

speechreading, cochlear implant, and other hearing loss-related classes were provided to individuals in southern Utah.

MENTAL HEALTH COUNSELING/ INDEPENDENT LIVING

- ▶ Mental health and case management services were provided to 406 clients who are deaf or hard of hearing.
- ▶ 870 hours of therapy were provided.
- ▶ Case management staff members provided 1,703 service hours, including counseling, referrals, creating treatment plans, and coordinating services. An additional 1,519 hours were spent providing outreach education, developing materials, and creating more resources in the community.
- ▶ Independent living training was provided to 21 individuals through a peer counselor housed at the center. Training included such things as writing skills, how to ride public transportation, cooking, and using new technology such as e-mail.
- ▶ Legal clinics organized by the individualized service staff provided legal service to 50 individuals who are deaf or hard of hearing.

ADULT EDUCATION CLASSES

Forty adult education classes and workshops were attended by 1,788 individuals in northern Utah. Classes included American Sign Language and conceptually accurate signed English, financial planning, computer skills, speech reading, parenting, and legal rights of employees who are deaf or hard of hearing. In southern Utah, a variety of educational classes were attended by 237 participants.

PERSONAL ADJUSTMENT SERVICES

Socialization and adjustment activities served 4,789 participants at the Sanderson Community Center. The St. George satellite office provided a variety of services and activities to 1,720 individuals (duplicated count).

HARD OF HEARING PROGRAM EXPANDS RESOURCES

The Division of Services to the Deaf and Hard of Hearing provides adjustment services to both deaf and hard of hearing adults. Deaf individuals are part of a community communicating through American Sign Language seeking ongoing programs and services. Most who desire services from DSDHH live on the Wasatch Front or in the St. George area.

The needs of individuals who are hard of hearing differ. Individuals who are hard of hearing most often do not know or want to learn sign language, and only seek help for a few months with assistive technology and/or classes that help them adjust. Most of these individuals live in the hearing world and are scattered throughout the state. Dr. Sergei Kochlin, Executive Director of the Better Hearing Institute, states that the hard of hearing population in the United States has grown to 31.5 million people with major increases in the baby-boomer and 75-year-old-and-above age brackets. There are not many resources for these individuals.

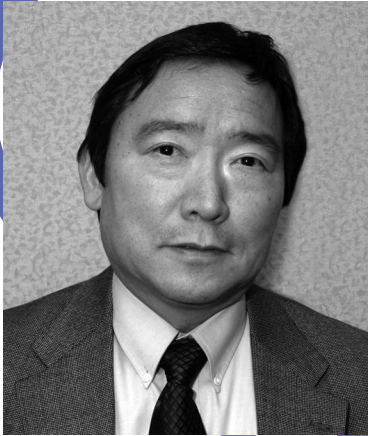
The Division employs one full-time hard of hearing specialist. This one employee clearly cannot meet the needs of this large and growing population. In May 2006, an in-depth training was held to teach 15



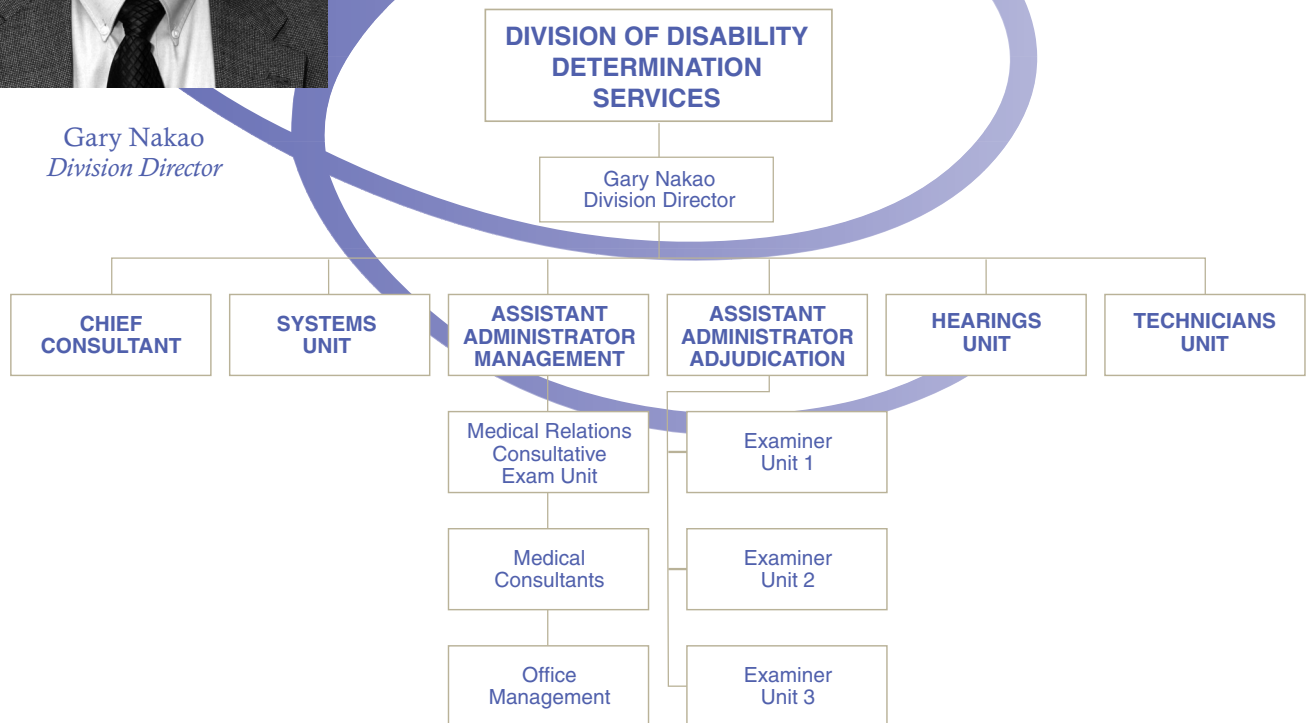
part-time hard of hearing assistants/teachers to work with people throughout the state. These assistants have been trained to teach coping and adjustment skill classes, lip reading, and basic sign language classes. They also have the knowledge to help individuals with employment issues, assistive technology, and grief and loss issues. There are three assistants/teachers in the Salt Lake area, three in Ogden, and three in St. George. The Division is now prepared to meet the needs of many more citizens in Utah.



Division of **DISABILITY DETERMINATION SERVICES**



Gary Nakao
Division Director



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Division of **DISABILITY DETERMINATION SERVICES**

MISSION: *To make accurate and timely decisions on whether applicants meet the requirements for social security disability benefits.*

The Division of Disability Determination Services (DDS) is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for social security disability benefits. DDS performs its work under federal rules and regulations for two national disability programs, Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI).

ACCOMPLISHMENTS

Utah DDS Certified by the Social Security Administration (SSA)

We reported last year that the Division was going through a certification process by the Social Security Administration to determine whether the process was in place to make the electronic file the official file of SSA. In January 2006, a federal team from the Social Security Administration reviewed the business procedures to ensure the capability of processing electronic cases effectively and accurately. The second step was to have another federal team review 150 claims to determine whether the paper file and the electronic file were exactly the same. After successfully completing these two steps, the Utah Disability Determination Service was officially certified on April 28, 2006. Utah became the 33rd state in the country to be certified. This meant that the electronic file was the official file on each claim and that no paper files were required. The final step in the certification process was a quality assurance of 50 claims after certification for accuracy of the electronic file. Only continuing disability reviews continue to exist as paper files. Congratulations to our hard-working staff for this huge accomplishment.

Two DDS Staff Recognized With a Social Security Associate Commissioner Citation

With the emphasis on moving to electronic processing of disability claims during the past two years, we were pleased to have two of our staff recognized by the Social Security Administration. At an awards ceremony this year, Betty Thatcher (Assistant Supervisor and Mentor) and Gradi Jordan (Examiner and Mentor) each received an Associate Commissioner Citation for their efforts in training and mentoring claims examiners in electronic processing.

New Building Planned

Due to the growth of population in Utah and necessary increases in staff at the Division, after 12 years at the same location the division

is having a new building built, scheduled for completion approximately January 2008. Even with an expansion several years ago, the agency still requires additional space because of increased numbers of staff—and to facilitate electronic processing requirements and equipment.

DDS Advisory Council

The nine-member Advisory Council continues to provide a valuable source of input and feedback on how DDS is serving the public. Additionally, each member is a source of information about the program for the different segments of the public or agencies he/she represents. The Advisory Council was established by state statute in 1994 and is celebrating its twelfth birthday.

Impact on Utah's Citizens and Economy

As of June 2006, there were 39,600 Social Security Disability Insurance beneficiaries in Utah receiving a total of \$30,081,000 a month. This represents an increase of 2,900 beneficiaries from last year and almost \$3,000,000 paid more per month. As of June 2006, there were 19,860 Supplemental Security Income beneficiaries in Utah receiving a total of \$8,420,000 a month. This represents an increase of 846 beneficiaries over June 2005 and a total increase of \$600,000 per month compared to a year ago. As the data indicates, the disability program is having a large impact on Utah's citizens and Utah's economy.

OFFICE LOCATIONS

UTAH STATE OFFICE OF REHABILITATION

ADMINISTRATION OFFICE

250 East 500 South
P.O. Box 144200
Salt Lake City, UT 84114-4200
(801) 538-7530/1-800-473-7530

GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9392 Voice/TTY

DIVISION OF REHABILITATION SERVICES

ADMINISTRATION OFFICE

250 East 500 South
P.O. Box 144200
Salt Lake City, UT 84114-4200
(801) 538-7530/1-800-473-7530

EASTERN UTAH DISTRICT

662 West Price River Drive
Price, UT 8450-2839
(435) 636-2820/1-800-491-7734
Voice/TTY

VERNAL OFFICE

1680 West Hwy. 40, #106D
Vernal, UT 84078-4135
(435) 789-0273/1-800-286-0273
Voice/TTY

ROOSEVELT OFFICE

1100 East Lagoon
Roosevelt, UT 84066-3099
(435) 722-3573 Voice/TTY

BLANDING OFFICE

522 North 100 East
Blanding, UT 84511-2707
(435) 678-1452/1-800-531-9912
Voice/TTY

MOAB OFFICE

125 West 200 South
Moab, UT 84532
(435) 259-4635 Voice/TTY

NORTHERN UTAH DISTRICT

150 North Washington Blvd.
Ogden, UT 84404-3952
(801) 395-6310/1-800-560-4672
Voice/TTY

BRIGHAM CITY OFFICE

275 West 1100 South
Brigham City, UT 84302-3116
(435) 734-9408/1-800-559-9408
Voice/TTY

LOGAN OFFICE

115 W. Golf Course Road
Logan, UT 84321-5984

(435) 787-3480/1-800-560-9766
Voice/TTY

OGDEN-DAVIS DISTRICT

950 East 25th Street
Ogden, UT 84401-2606
(801) 395-7020 Voice/TTY

SOUTH DAVIS OFFICE

150 North Main, Suite 103
Bountiful, UT 84010-6123
(801) 296-1293 Voice/TTY

LAYTON OFFICE

2984 North 400 West, Suite A
Layton, UT 84041-1344
(801) 776-5951 Voice/TTY

CLEARFIELD OFFICE

1290 East 1450 South
Clearfield, UT 84015-1609
(801) 776-7802 Voice/TTY

PROVO DISTRICT

150 East Center, Suite 3300
Provo, UT 84606-3157
(801) 374-7724/1-800-662-6539
Voice/TTY

AMERICAN FORK OFFICE

64 South 360 East
American Fork, UT 84003-2590
(801) 772-0793 Voice/TTY

PAYSON OFFICE

910 East 100 North, #215
Payson, UT 84651-1606
(801) 465-8384 Voice/TTY

SALT LAKE DOWNTOWN DISTRICT

660 South 200 East, Suite 400
Salt Lake City, UT 84111-3844
(801) 238-4560 Voice/TTY

REDWOOD OFFICE

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9522 Voice/TTY

SOUTH VALLEY DISTRICT

926 West Baxter Dr. (10600 So.)
South Jordan, UT 84095-8687
(801) 446-2560/1-800-625-7519
Voice/TTY

HEBER CITY OFFICE

175 North Main, #B3
Heber City, UT 84032-1622
(435) 657-0629
1-800-337-2142 Voice/TTY

**SANDERSON COMMUNITY
CENTER OF THE DEAF AND
HARD OF HEARING—VR
PROGRAM**

5709 South 1500 West
Salt Lake City, UT 84123-5217
(801) 263-4884/
1-800-860-4860 VP/TTY
(801) 263-4893/
1-877-860-4861 Voice

SOUTHERN UTAH DISTRICT

925 South Main
Cedar City, UT 84720-3726
(435) 586-9995
1-800-281-9945 Voice/TTY

DELTA OFFICE

520 East Topaz Blvd., #109
Delta, UT 84624-4106
(435) 864-2509/1-800-531-9914
Voice/TTY

RICHFIELD OFFICE

1158 South Highway 118
Richfield, UT 84701-3116
(435) 896-1470/1-800-953-6479
Voice/TTY

ST. GEORGE OFFICE

1067 East Tabernacle, #10
St. George, UT 84770-3249
(435) 673-5091/1-800-281-5091
Voice/TTY

MANTI OFFICE

55 South Main, #2
Manti, UT 84642-1332
(435) 835-0750/1-800-531-9913
Voice/TTY

VALLEY WEST DISTRICT

2964 West 4700 South, Suite 102
Salt Lake City, UT 84118-2558
(801) 957-8200 Voice/TTY

TOOELE OFFICE

982 North Main
Tooele, UT 84074-1616
(801) 882-1086/1-800-734-1086
Voice/TTY

**VOCATIONAL EVALUATION
SERVICES**

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9515 Voice/TTY

**OGDEN VOCATIONAL
EVALUATION SERVICES**

950 East 25th Street, #200
Ogden, UT 84401-2606
(801) 395-7080 Voice/TTY

**PROVO VOCATIONAL
EVALUATION SERVICES**

150 East Center, Suite 3300
Provo, UT 84606-3157
(801) 374-7724/1-800-662-6539
Voice/TTY

**UTAH CENTER FOR ASSISTIVE
TECHNOLOGY**

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9539/1-888-866-5550
Voice/TTY

**COMPUTER CENTER FOR
CITIZENS WITH DISABILITIES**

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9380 Voice/TTY

**EMPLOYMENT RESOURCE
CENTER**

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9530
(801) 887-9500 TTY

**BENEFITS PLANNING,
ASSISTANCE AND OUTREACH
PROGRAM**

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9530 TTY

**INDEPENDENT LIVING
REHABILITATION PROGRAM**

250 East 500 South
P.O. Box 144200
Salt Lake City, UT 84114-4200
(801) 538-7589/1-800-473-7530
Voice/TTY

**DIVISION OF DISABILITY
DETERMINATION SERVICES**

P.O. Box 144032
Salt Lake City, UT 84114-4032
(801) 321-6500 Voice/TTY

**DIVISION OF SERVICES FOR
THE BLIND AND VISUALLY
IMPAIRED****ADMINISTRATION OFFICE**

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4343/1-800-284-1823
(801) 323-4395 TTY

**TRAINING AND ADJUSTMENT
SERVICES**

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4348

**LOW VISION AND OUTREACH
SERVICES**

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4373

**VOCATIONAL REHABILITATION
SERVICES**

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4374

**OGDEN VOCATIONAL
REHABILITATION SERVICES**

950 East 25th Street
Ogden, UT 84401-2606
(801) 395-7060/1-800-950-8824

**PROVO VOCATIONAL
REHABILITATION SERVICES**

150 East Center, #3300
Provo, UT 84606-3157
(801) 374-7705/1-800-662-6539

**ST. GEORGE VOCATIONAL
REHABILITATION SERVICES**

515 West 300 North, Suite B
St. George, UT 84770-4578
(435) 986-0055

**DIVISION OF SERVICES TO
THE DEAF AND HARD OF
HEARING****ADMINISTRATION OFFICE**

5709 South 1500 West
Salt Lake City, UT 84123-5127
(801) 263-4861/(801) 263-4861
1-800-860-4861 Voice
1-877-860-4861 VP/TTY

**INDIVIDUALIZED SERVICE
PROGRAM**

5709 South 1500 West
Taylorsville, UT 84123-5217
(801) 263-4861 Voice
(801) 263-4860 VP/TTY

INTERPRETER PROGRAM

5709 South 1500 West
Salt Lake City, UT 84123-5217
(801) 263-4870 Voice/VP/TTY

**OUTREACH AND TECHNOLOGY
PROGRAM**

5709 South 1500 West
Taylorsville, UT 84123-5217
(801) 263-4861 Voice
(801) 263-4860 VP/TTY

**ROBERT G. SANDERSON
COMMUNITY CENTER OF THE
DEAF AND HARD OF HEARING**

5709 South 1500 West
Salt Lake City, UT 84123-5217
(801) 263-4861
1-800-860-4861 Voice
1-877-860-4860 VP/TTY

**SOUTHERN UTAH SERVICES
TO THE DEAF AND HARD OF
HEARING**

1067 East Tabernacle, #9
St. George, UT 84770-3249
(435) 673-8974 Voice/VP/TTY
or (435) 673-8983 TTY/VP

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